

A light gray outline map of the state of California, oriented vertically. The map is centered on the page, and the text is overlaid on its right side.

PAGERS & PAGER SERVICES
Master Service Agreement
User Guide

State of California
Department of General Services
Procurement Division

**PAGERS AND PAGER SERVICES
USER GUIDE**

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A) PURPOSE

This Master Services Agreement (MSA) is designed to provide State and local agencies statewide with pagers and airtime services.

A local agency is any city, county, district, or other governmental body empowered to spend public funds per California Public Contract Code Section 10298.

DGS Administrative Fee

State and Local agencies by placing an order against this MSA, agree to pay the State's administrative fee.

The Department of General Services (DGS) will directly bill each state and local agency for the amount of the administrative fee for use of Master contracts. The administrative fee should NOT be included in the order total, nor remitted before an invoice is received from DGS.

See DGS Price Book at www.ofs.dgs.ca.gov/Price+Book/P/Purchasing.htm for current fees.

B) BENEFITS

1. Choice of contractors.
 2. Fixed rates during the contract period.
 3. This competitive procurement established fair and reasonable prices for pagers and airtime services.
 4. Ability to purchase and/or rent a contractor's full range of pagers and/or airtime services.
 5. Disabled Veterans Business Enterprise (DVBE) participation requirements have been met.
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C) ORDER PLACEMENT

Order placement shall be on or before the expiration date of the Master Services Agreement (MSA). Those goods and /or services that are to be delivered, as a result of the order, must be completed within one (1) year after the MSA expiration date.

D) CONTRACTOR CATEGORIES FOR AWARD

All contractors, Arch, Network Services, and Metrocall, are awarded in the categories of Purchase of Pagers, Airtime, and Pager Rental with Airtime, in all twelve Caltrans districts. Also see Section L, M, and N for additional price lists.

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E) CONTACTS

CONTRACTOR

Arch Wireless, MSA #5-04-70-01, Vendor # 710978, FEIN #22-3619446

Don Van Etten

District Sales Manager

USA Mobility (ARCH and Metrocall, Inc.)

1750 Howe Ave., #320

Sacramento, CA 95825

(o) 916-648-7990

(c) 916-716-4653

Metrocall, MSA #5-04-70-02, Vendor #627880, FEIN #91-1199104

Don Van Etten

District Sales Manager

USA Mobility (ARCH and Metrocall, Inc.)

1750 Howe Ave., #320

Sacramento, CA 95825

(o) 916-648-7990

(c) 916-716-4653

Network Services, MSA #5-04-70-03, Vendor #782509, FEIN #95-4518953

Brian Despeaux

Government Sales Manager

525 S. Douglas Street

El Segundo, CA 90245

Cell: (800) 684-6485

Fax: (623) 535-4725

STATE OF CALIFORNIA

Department of General Services

Procurement Division

Kayla Dann

707 3rd Street, 2nd Floor

West Sacramento, CA 95605

Phone 916-375-4448; Fax 916-375-4663

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F) ORDERING GUIDELINES

1) NEW ORDERS

State agencies shall place orders against this contract by completing a Std. 65, Contract/Delegation Purchase Order. Local agencies may use their own purchase order document; however, it must include the same information required on the State's Std. 65.

Refer to the following web site for the Standard 65, Purchasing Authority Purchase Order Form and instructions revised 07/20/03.
<http://www.documents.dgs.ca.gov/osp/pdf/std065.pdf>

Once an agency procurement official has obtained the proper departmental and/or agency approvals complete the Std. 65, then mail or fax it directly to the contractor to complete the order.

Agencies are no longer required to obtain three (3) quotes when ordering from this Master Service Agreement (MSA) when issuing orders up to \$500,000. In accordance with Management Memo 03-10, 6(b), this MSA was competitively bid. These User Guide instructions are hereby modified to remove the requirement to achieve further competition; however, agencies are strongly encouraged to optimize the benefits of the MSA program by comparing different authorized contractors for varying products, services and prices to obtain the best value available.

See the Purchasing Authority Manual (PAM) at
<http://www.documents.dgs.ca.gov/pd/delegations/chapter06.pdf>.

2) DISTRIBUTION

Copies of the Std. 65 or other purchase order must be sent to:

Department of General Services
Procurement Division
707 3RD Street, 2nd Floor
West Sacramento, CA 95605

3) TERMINATION

Any State or local agency may terminate any order issued against this agreement upon 30 days notice. This does not affect the standard termination clause of the Master Services Agreement concerning failure to perform or upon mutual consent.

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F) ORDERING GUIDELINES (continued)

4) AMENDMENTS

Original orders, which do not include options for changes (e.g., quantity or time), that were evaluated and considered in the selection for award during the Request for Offers process, may be amended consistent with the terms of the original order, provided that the original order allowed for amendments. If the original order did not evaluate options, then the NCB process must be followed for the amendment.

Copies of all amendments must be forwarded as stated above in number 2, DISTRIBUTION.

5) AGENCY REPORTING REQUIREMENTS

Complete the Contractor Performance Report when an agency encounters problems with any contractor on this MSA. Please send this report to the DGS contact listed in Section E.

6) DVBE

Since the DGS/Procurement Division awarded this MSA, DGS will monitor and report any efforts towards DVBE participation. When placing an order against this MSA, agencies will not need to consider DVBE participation as a part of their selection criteria.

G) STATE POLICY FOR STATE AGENCIES

The use of master agreements is optional. Agencies shall optimize the benefits of the master service agreement program by comparing all price and service schedules carefully. Review all contract terms and conditions to obtain the best value.

H) STOCK NUMBER

The following Commodity Codes have been assigned for the purchase of pagers, pager components and pager services:

Pager purchase	582030002053
Pager Component (including recrystallization)	582000000013
Pager Accessory (e.g. pager holder)	582030000020
Pager airtime in hours	582030000032
Pager airtime by the year	582030000044

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I) PRICE LISTS

All cost tables list the net price to state and local agencies. All discounts have been applied.

PAGER PURCHASE for basic Alpha/Numeric		
Bidder	Pager Model	State Cost
Arch	Motorola Advisor Elite	\$39.95
Network Services	Motorola Advisor Gold	\$39.95
Metrocall	Sun Telecom Titan 3	\$54.95

AIRTIME ONLY for basic Alpha/Numeric				
All Districts	Pager Model	State Monthly Cost	x12 Months	State Annual Cost
Arch	Motorola Advisor Elite	\$3.70	12	\$44.40
Network Services	Motorola Advisor Gold	\$3.25	12	\$39.00
Metrocall	Sun Telecom Titan 3	\$4.00	12	\$48.00

PAGER RENTAL & AIRTIME for basic Alpha/Numeric							
All Districts	Model	State Monthly Cost	x12 Months	Annual Sub Total	Insurance Per Unit/ Per Month	x12 Months	Total Annual Cost w/Insurance
Arch	All	\$3.75	12	\$45.00	\$0.25	3	\$48.00
Network Services	Motorola Advisor Gold	\$3.25	12	\$39.00	\$0.00	0	\$39.00
Metrocall	Sun Telecom Titan 3	\$3.75	12	\$45.00	\$0.25	3	\$48.00
*Based on an order of 100 basic alpha/numeric pagers with insurance on 10% of the pagers ordered. Adjust the cost, based on your order.							

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J) MAP

This map illustrates the twelve (12) Caltrans Districts used for this Master Service Agreement.



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K) MASTER SERVICE AGREEMENT CONTRACT PERFORMANCE REPORT

GENERAL INFORMATION:

Date: _____ Order Number: _____

Dept. and Agency Name: _____

Contact Person: _____ Telephone #: _____

Contractor Name: _____

Contact Person: _____ Telephone # _____

Description Of Items/Services Ordered: _____

ISSUE:

Was it resolved to your satisfaction? Yes _____ No _____

Provide a brief explanation of what happened: _____

What actions have been taken? _____

What actions, if any, are you requesting to be taken? _____

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L) ARCH WIRELESS, INC. ADDITIONAL PRICE LISTS

Price Lists for additional pagers, accessories, ancillary services and re-crystallization

Arch Wireless, Inc. (no price changes)

Ancillary Services

Voice Mail Options	Custom Greeting Length	Number of Messages	Incoming Message Length	Storage Time	State Rate
Custom Greeting	15 sec	n/a	n/a	n/a	\$0.25
Voicemail – Low Option	15 sec	10	30 sec	12 hrs	\$1.00
Voicemail – Med Option	30 sec	10	45 sec	24 hrs	\$2.00
Voicemail – High Option	30 sec	20	120 sec	72 hrs	\$3.00
2 Way Voice Mail	30 sec	20	60 sec	72 hrs	\$3.00

Upgrades	Numeric State Rate*	Alphanumeric State Rate*	Two-Way State Rate*
Additional Phone Number	\$0.25	\$0.25	n/a
Group Call Leaders	\$1.00	\$1.00	\$1.00
Numeric Retrieval	\$1.00	n/a	n/a
Personal Toll-Free Number**	\$3.00	\$3.00	\$3.00
Op. Dispatch - Unlimited	\$7.50	\$7.50	\$7.50

Pager Protection (per unit basis)	Maintenance (Cost owned) State Rate*	Loss Protection (Lease) State Rate*	Deductible State Rate*
Numeric	\$0.25	\$0.25	\$10.00
Alphanumeric	\$0.25	\$0.25	\$25.00
T900	\$1.50	\$1.50	\$35.00
P935	\$3.00	\$3.00	\$75.00

*Reflects MSRP x Contract Rate Factor (1)

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Arch Wireless, Inc. (“old prices in () ”)

Rental / Airtime Pricing

One-Way Pricing (Lease)

Equipment Rental + Airtime

Numeric	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$1.75
	Statewide**	500	\$0.25	\$1.75
	Regional	500	\$0.25	\$7.95
	Nationwide	500	\$0.25	\$9.95 (- 17%, \$11.95)
Alphanumeric	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$3.75
	Statewide**	500	\$0.25	\$3.75
	Regional	500	\$0.25	\$9.95 (- 9%, \$10.95)
	Nationwide	500	\$0.25	\$9.95 (- 33%, \$14.95)

Two-Way Advanced Messaging Services (Lease)

Equipment Rental + Airtime

2 Way - T900	Service	Call Allowance	Overcall Charge	State Rate*
	Nationwide	10K Characters	\$0.0010	\$9.95
	Nationwide	Unlimited	n/a	\$19.95
2 Way - P935	Service	Call Allowance	Overcall Charge	State Rate*
	Nationwide	10K Characters	\$0.0010	\$14.95
	Nationwide	Unlimited	n/a	\$24.95

* Reflects MSRP x Contract Rate
Factor (1)

** Statewide coverage includes all 12 Caltrans Districts

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Arch Wireless, Inc.

Equipment Purchase

Numeric Pagers	
<i>Equipment Name</i>	<i>State Rate*</i>
Motorola Bravo Flex**	\$30.00
UCC Wireless Eagle Ranger**	\$30.00
Alphanumeric Pagers	
<i>Equipment Name</i>	<i>State Rate*</i>
Sun Telecom Titan III**	\$54.95
Motorola Advisor Elite Flex**	\$39.95
Advanced Messaging / 2 Way Units	
<i>Equipment Name</i>	<i>State Rate*</i>
Motorola T-900	\$59.95 (- 20%, \$74.95)
Percomm E-80	\$99.00
TimePort P-935	\$175.00

* Reflects MSRP x Contract Rate Factor (1)

** Equipment model subject to change

Arch Wireless, Inc.

Airtime Only - Equipment Purchase Required

One-Way Pricing Customer Owned & Maintained

(Generally will not be applicable as all of our rates now include rental/airtime)

Numeric	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$1.70
	Statewide**	500	\$0.25	\$1.70
	Regional	500	\$0.25	\$7.90
	Nationwide	500	\$0.25	\$11.90
Alphanumeric	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$3.70
	Statewide**	500	\$0.25	\$3.70
	Regional	500	\$0.25	\$10.90
	Nationwide	500	\$0.25	\$14.90

Two-Way Advanced Messaging Services (COAM)

Customer Owned & Maintained - Airtime Only - Equipment Purchase Required

2 Way T900 - P935 - E80	Service	Call Allowance	Overcall Charge	State Rate*
	Nationwide	10K Characters	\$0.0010	\$7.95
	Nationwide	Unlimited	n/a	\$17.95

* Reflects MSRP x Contract Rate Factor (1)

** Statewide coverage includes all 12 Caltrans Districts

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M) METROCALL ADDITIONAL PRICE LISTS

Price Lists for additional pagers, accessories, ancillary services and re-crystallization

Metrocall

“old” prices in (), following % of price decrease

Paging Services

Service Type	Airtime	Rental	Insurance *	Total
Numeric Local	\$ 1.75	N/A (- 100%, \$0.10)	optional (- 100%, \$1.00)	\$1.75 (- 39%, - \$2.85)
Numeric Statewide	\$ 1.75 (- 8%, \$1.90)	N/A (- 100%, \$0.10)	optional (- 100%, \$1.00)	\$ 1.75 (- 42%, \$3.00)
Numeric Nationwide	\$ 9.95	\$ -	optional (- 100%, \$1.00)	\$ 9.95 (- 9%, \$10.95)
Alpha Local	\$ 3.75 (- 6%, \$4.00)	N/A (- 100%, \$0.25)	optional (- 100%, \$1.50)	\$ 3.75 (- 35%, \$5.75)
Alpha Statewide	\$ 3.75 (- 6%, \$4.25)	N/A (- 100%, \$0.25)	optional (- 100%, \$1.50)	\$ 3.75 (- 37%, \$6.00)
Alpha Nationwide	\$ 9.95	\$ -	optional (- 100%, \$1.50)	\$ 9.95 (- 13%, \$11.45)
2way	\$ 9.95	\$ -	optional (- 100%, \$3.50)	\$ 9.95 (- 26%, \$13.45)

Enhanced Services

Service Type	Cost
Voice mail Compact	\$ 1.00
Voice mail Standard	\$ 2.00
Voice mail Executive	\$ 3.00
System Greeting	\$ 0.50
Custom Greeting	\$ 0.50
Numeric Retrieval	\$ 0.50
Toll Free #	\$ 4.95
Additional #	\$ 1.00
Group Cap Code	\$ 0.50
Pager Refreq	FREE

***Rate's/Deductible
at ARCH rates**

Pager Purchase Price

Pager Type	Cost
Motorola T900	\$ 59.95
Motorola P935	\$ 175.95 (- 41%, \$299.95)
Titan 3	\$ 54.95 (- 8%, \$59.95)
ST800	\$ 29.95

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PAGERS AND PAGER SERVICES USER GUIDE

N) NETWORK SERVICES ADDITIONAL PRICE LISTS

Price Lists for additional pagers, accessories, ancillary services and re-crystallization



Rates include Equipment Rental, Airtime & Maintenance

Pricing is the same for all districts (Districts 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 & 12)

One-Way Numeric Paging Service	
	California State Price
Local Coverage (Northern or Southern California)	\$1.85 decrease of 14%
Statewide Coverage	\$1.85 decrease of 37%
Regional (CA, AZ & NV)	\$2.85 decrease of 23%
Nationwide	\$17.95

One-Way Alphanumeric Paging Service	
	California State Price
Local Coverage (Northern or Southern California)	\$3.90 decrease of 21%
Statewide Coverage	\$3.90 decrease of 24%
Regional (CA, AZ & NV)	\$4.90 decrease of 29%
Nationwide	\$34.95

One-Way Alphanumeric Paging Service Motorola Advisor Gold Only	
	California State Price
Local Coverage (Northern or Southern California)	\$3.25 decrease of 22%
Statewide Coverage	\$3.25 decrease of 27%
Regional (CA, AZ & NV)	\$4.25 decrease of 31%

RIM Nationwide Coverage Wireless Email	
	California State Price
Nationwide Coverage	\$44.95

Motorola T900 2-Way Device	
	California State Price
Nationwide Coverage 1000 100 character messages	\$18.95
Nationwide Coverage Unlimited	\$24.95

Unlimited pages unless otherwise noted* Deductible for lost, stolen or damaged beyond repair \$20.00
numeric \$40.00 Alphanumeric

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Rates include Airtime Only

Pricing is the same for all districts (Districts 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 & 12)

One-Way Numeric Paging Service	
	California State Price
Local Coverage (Northern or Southern California)	\$1.65 decrease of 16%
Statewide Coverage	\$1.65 decrease of 40%
Regional (CA, AZ & NV)	\$2.65 decrease of 25%
Nationwide	\$16.75 decrease of 2%

One-Way Alphanumeric Paging Service	
	California State Price
Local Coverage (Northern or Southern California)	\$3.70
Statewide Coverage	\$3.70 decrease of 22%
Regional (CA, AZ & NV)	\$4.70 decrease of 18%
Nationwide	\$29.95

RIM Nationwide Coverage Wireless Email	
	California State Price
Nationwide Coverage	\$39.95

Motorola T900 2-Way Device	
	California State Price
Nationwide Coverage 1000 100 character messages	\$13.95
Nationwide Coverage Unlimited	\$19.95

WARRANTY NEW-1 YEAR REFURBISHED – 6 MONTHS

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Pricing is the same for all districts (Districts 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 & 12)

Equipment available to Purchase	
Equipment model	California State Price
ATI Illusion (New)	\$23.95
Motorola Pronto (Refurbished)	\$19.95
Motorola Bravo Plus (Refurbished)	\$19.95
Motorola Bravo Flex (Refurbished)	\$23.95
Motorola Advisor Gold (Refurbished)	\$39.95
Motorola Elite (Refurbished)	\$49.95
ATI Corporate (New)	\$59.95
Motorola T900 (Refurbished)	\$69.95
Rim 850 (New)	\$145.00

Enhanced Services	
	California State Price
Custom Greeting	\$.050
2 nd number	\$1.00
Operator Dispatch	\$10.95 includes 40 messages overcalls \$0.50 each
Alpha paging software	\$20.95
Personal 800# Numeric 200 pages per month Alphanumeric 100 pages per month	\$5.00 per month
Alphamate or Canamex paging device	\$5.00 per month
360.Link Email service for numeric and Alphanumeric pagers	No Charge
Every alphanumeric pager includes a free email address	No Charge
Pager Re-crystalization	N/A

Voicemail Packages					
<i>Voicemail Plans</i>	<i>Greeting Length</i>	<i><u>Message Length</u></i>	<i><u>Messages</u></i>	<i><u>Storage</u></i>	<i><u>MONTHLY COST</u></i>
Basic (V802)	15 Sec.	15 Sec	10 Msg.	12 Hr.	\$.50
Standard Plan (V803)	15 Sec.	30 Sec.	15 Msg.	24 Hr.	\$ 1.00
Deluxe Plan (V804)	20 Sec.	45 Sec.	20 Msg.	48 Hr.	\$ 2.00
Business Plan (V805)	30 Sec.	60 Sec.	30 Msg.	72 Hr.	\$ 4.00
With Personal Toll Free Number*					\$ 5.00
* Includes up to 100 minutes per month. Overcall charges of \$0.25 per minute thereafter.					